



THULAMELA LOCAL MUNICIPALITY

2017/2018 SERVICE STANDARDS

Motto

"WE SERVE WITH DEDICATION"

Mission

We build prosperity, eradicate poverty and promote social, political and economic empowerment of all our people through delivery of quality services, community participation, local economic development and smart administration

Vision

We, the people of Thulamela would like our Municipality to achieve a city status by year 2030, to promote urban regeneration and comprehensive rural development whilst encouraging Local Economic Development to improve the quality of lives of our People.

Objectives

- To ensure effective management of the municipality addressing agreed political priorities
- To ensure that the operation of the Municipality is restructured to deliver effectively.
- To ensure that citizens are given sufficient information, opportunity and encouragement to participate in and influence the affairs of the municipality.
- To ensure that there is an Integrated Development Plan (IDP) and Budget agreed with all stakeholders, and in which communities have participated, which addresses the challenges of growth and redistribution
- To ensure that residence are aware of the policies, services and activities of the municipality
- To ensure that the Municipality complies with all prescribed legal requirements.

Who we are

As the Municipality we are also the Employer. We employ public servants and we are required to provide the necessary resources and a conducive working environment for the delivery of services.

We are public servants employed by the Municipality and we serve the people of South Africa within Thulamela Municipality boundaries with respect and dignity.

Where We Are Found:

Old Agriven Building, Thohoyandou

Operating Hours:

07:45 - starting time

13:00 – 13:45 Lunch time

16:30 knock-off time

3. All Departments shall as a minimum requirement meet the following Service Standards:

- Serve citizens promptly and courteously at all service delivery points
- Provide friendly and helpful service
- Help service users make the right choices in accessing services
- Provide appropriate signage and information desks
- Public servants must wear name tags for easy identification
- Answer calls promptly
- A telephone shall not ring more than three times before it is answered
- Ensure shorter queues at service delivery points
- Queue Management System to be in place and properly managed
- Respond to queries and complaints promptly
- Complaints and Compliments Management System and Policy to be in place and managed effectively and efficiently
- Respond to mail and email correspondence on time
- Resolve customer complaints fairly, consistently and on time
- Encourage service users to make suggestions on how to better the services offered.
- Suggestion Boxes will be provided and monitored.
- Employees should not come on duty when they are sick.

4. ORGANIZATIONAL STRUCTURE

There are seven (7) Administrative Departments as follows:

4.1. Office of the Municipal Manager

- Internal Audit Services
- IDP Services
- Risk Services
- Project Management Unit

4.2. Corporate Services Department

- Human Resources Services
- Records and Information Management
- Legal Section and Administration
- Labour Relations

4.3. Finance Department

- Expenditure
- Revenue
- Budgeting and Reporting
- Assets Management
- Supply chain Management

4.4. Community Services Department

- Registration and Licensing
- Traffic Law - Enforcement, Safety and Security
- Environmental and Waste Management
- Sport, Arts and Culture
- Parks and Cemetery Services

4.5. Planning and Development Department

- Spatial Planning and Land-use management
- Development Support
- Local Economic Development

4.6. Housing and Electricity

- Housing
- Electricity
- Building Services

4.7. Roads Services

- Roads Services
- Mechanical Services
- Storm Water

1. OFFICE OF THE MUNICIPAL MANAGER

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
INTERNAL AUDIT						
Review of Internal Audit charter and Internal Audit Methodology	01	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Thulamela	Annually	Review of Internal Audit charter and Methodology on an annual basis
Prepare annual Audit plan	01	MFMA Act	Municipal Departments	Thulamela	Annually	Prepare annual Audit plan on an annual basis
Report to the Municipal Manager/Accounting Officer	01	International Standards for the Professional Practice of Internal Auditing MFMA Act	Municipal Departments	Thulamela	Annually	Reporting administratively to the Municipal Manager /Accounting Officer on an annual basis
Report to the Audit Committee	04	MFMA Act, International Standards for the Professional Practice of Internal Auditing	Municipal Departments	Thulamela	Quarterly	Reporting functionally to the Audit committee on a quarterly basis

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
INTERNAL AUDIT(Cont...)						
Advice the Accounting Officer	01	MFMA Act	Municipal Departments	Thulamela	Annually	Advising the Accounting officer on issues relating to governance and risk on an annual basis
Liaise with the External Auditors on Combined assurance	01	King III	Municipal Departments	Thulamela	Annually	Liaise the External auditors to provide combined assurance in matters relating to risk management and governance in an annual basis
The Council appoint Audit Committee	01	King III	Municipal Departments	Thulamela	Triennial	Appointment of Audit Committee members on a triennial basis
Review of Audit Committee charter	01	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Thulamela	Annually	Review of Internal Audit charter in an annual basis
Approve Internal Audit Plan, Internal Audit Charter, Internal Audit Methodology	01	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Thulamela	Annually	Approval of Internal Audit charter, Internal Audit Plan and Methodology on an annual basis

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
INTERNAL AUDIT(Cont.....)						
Audit Committee meetings	04	MFMA	Municipal Departments	Thulamela	Quarterly	Conduct Audit Committee meetings on a quarterly basis
Report to Council	04	MFMA	Municipal Council	Thulamela	Quarterly	Reporting to the Municipal Council in an annual basis
INTERGRATED DEVELOPMENT PLAN (IDP)						
Development of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Quinquennial	Developing IDP Plan on an Quinquennial basis
Review of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Review of IDP Plan on an annually basis
Analysis IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Quarterly	Analysing IDP Plan on a quarterly basis
Strategizes the IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Strategizing IDP Plan on a annual basis
Integration of IDP	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Integration of IDP on an annual basis
Adoption and approval of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Adopting and approving the IDP Plan on an annual basis
Attendance of PMU meeting	12	Municipal System Act 32 of 2000	Community	Thulamela	Monthly	Attending PMU meetings for implementation reports on a monthly basis

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
RISK						
Develop / Review Risk Management Policy documents	4 policy documents (Risk management policy, Risk Management Strategy, Anti-Fraud and Corruption Strategy and Risk management Implementation Plan.	National Treasury Risk Management Framework	Officials and Councillors	Republic of South Africa	May Every Year	Review the Risk Management Policy document before the start of the financial year
Review Risk Registers	2 registers (Strategic Risk Register and Operational Risk Register)	National Treasury Risk Management Framework	Officials and Councillors	Republic of South Africa	May Every Year	Review the Risk Registers before the start of the financial year.
Conduct Fraud Awareness Campaigns	4 campaigns	Anti-Fraud and Corruption Strategy	Officials, Councillors and Community Structures	Republic of South Africa	Every three months (Quarterly)	Conduct awareness campaigns every quarter.
Co-ordinate the risk management reports	4 risk management reports	Risk Management Strategy	Risk Management Committee.	Republic of South Africa	Every three months (Quarterly)	Co-ordinate the risk management reports every quarter.

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
PROJECT MANAGEMENT UNIT (PMU)						
Management of Municipal Infrastructure Projects	All Municipal Infrastructure Projects	Relevant codes of practice like COLTO, GCC, JBCC, and others	Service Providers and Officials	Thulamela LM area	Annual	Co-ordination of projects planning, designs, procurements, implementations, and closure.
Co-ordination of PMU meetings	One monthly PMU meeting		Officials	Thulamela LM officials	Monthly	Projects information sharing on progress made, challenges and proposed solutions.
Co-ordination of Consultants meetings	One monthly consultants meeting		Engineering consultants	Thulamela LM area	Monthly	Projects information sharing on progress made, challenges and proposed solutions with revised programmes and cash flows.
Projects Site meetings	One monthly site meeting		Service providers and officials	Thulamela LM area	Monthly	Progress reports covering successes and challenges with proposed solutions.
Projects Reports to Funders	Monthly reports to funders like MIG, EPWP, and others	As set by funders	PMU	Thulamela LM officials	Monthly	Preparation on projects progress reports to funders covering finance, physical progress, deliverables, and others.
Provincial Projects meetings (MIG and EPWP)	One monthly meeting		PMU	Provincial	Monthly	Provincial monthly meetings for information sharing and updates from funders.

2. CORPORATE SERVICES DEPARTMENT

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
MAYOR`S OFFICE						
Play oversight role to ensure implementation of council policies	As and when required	- Municipal Structures Act, Act 117 of 1998 - Municipal Systems Act, Act 32 Of 2000. - Council Policies	Council employees	Thulamela Municipality	Ongoing	Play oversight role to ensure implementation of council policies
Report and account on the status of the municipality		Constitution; Municipal Systems Act 32 of 2000, Public Participation Policy	Community and stakeholders	Thulamela Municipality	Bi-annually	Report and account on the status of the municipality to Community and stakeholders
Internal bursary Awards	Award 11 internal bursaries to study in accredited institutions	Municipality bursary policies, addressing deprived families	Learners with Grade 12 around Thulamela Municipality	Learners within Thulamela Municipality	Annually	11 External bursaries awarded to learners studying in accredited institutions
Conduct Traditional Leaders engagement sessions (Mayor Mahosi Tihosi forum)	Four sessions conducted per year (once per quarter)	Constitution and Public Participation Policy	Senior Traditional Leaders & on special occasions all Traditional Leaders	Within Thulamela Municipality	Quarterly	Implementing transparency as per the recommendations of Batho Pele Whitepaper, Batho Pele Principles and Public Participation Policy

Conduct Pastor's Forum meetings	Four sessions conducted per year (once per quarter)	Constitution and Public Participation Policy	All Pastors within Thulamela jurisdiction	Pastors within Thulamela Municipality	Quarterly	Implementing transparency as per the recommendations of Batho Pele Whitepaper, Batho Pele Principles and Public Participation Policy
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KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
PUBLIC PARTICIPATION						
Ensure proper functioning of Ward Committees	They report each months	Local Government Municipal Structures Act No.117 of 1998	Community and stakeholders	40 wards	Daily	Ensure proper functioning of ward committees in 40 wards in accordance with Municipal Structures Act No.117 of 1998, daily.
Monitor the sitting of Ward Community Meetings	They report each months	Municipal Systems Act No.32 of 2000.	Community and stakeholders	40 wards	Monthly	Monitor monthly mandatory Community Meetings per ward per annum in 40 wards within the municipality in terms of Municipal Systems Act No.32 of 2000.
Conduct Mayoral outreaches (Imbizos)	Once Quarterly	Municipal Systems Act 32 of 2000, Thulamela Public participation policy	Community and stakeholders	40 wards	Annually	Conduct 4 Mayoral outreaches (Imbizos) for community and stakeholders within Thulamela Municipality
Conduct Ward Committee Conference	Once in year	Municipal Systems Act No.32 of 2000	Ward Committee Members and stakeholders	40 wards	Annually	Conduct Ward Committee Conference in line with Municipal Systems Act No.32 of 2000 annually.

MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)						
Check and balance if the IDP informs the budget	Once	COGTA and SALGA Guidelines	Mayor, Mayoral Committee and Management	Community and stakeholders	Annually	Check and balance if the IDP informs the budget through the Mayor, Mayoral Committee and Management in compliance with COGTA and SALGA Guidelines on an annual basis before the budget is adopted by the council.
Conduct Oversight	Once	Section 79 of Municipal Structures Act, Section 129 of MFMA	Mayor and Mayoral Committee	Community and stakeholders	Annually	Conduct Oversight on the Executive and Management in compliance with Section 79 of Municipal Structures Act, section 129 of MFMA on quarterly basis.
Interrogate and analyse Auditor General's report	Once	Section 79 of Municipal Structures Act COGTA and SALGA Guidelines	The Mayor and Executive Management	Community and stakeholders	Annually	Interrogate and analyse the Auditor General's report through the Mayor and Management As and when required in compliance with Section 79 of Municipal Structures Act, COGTA and SALGA Guidelines as and when required.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)(Cont.....)						
Conduct MPAC Outreach Programme	40 Wards	COGTA and SALGA Guidelines	Community through the Ward Committee System	Community and stakeholders	Annually	Conduct MPAC Outreach Programme in 40 wards for the community through the Ward Committee System within in compliance with COGTA and SALGA Guidelines annually

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time Period	Full Statement
LEGAL UNIT						
Compile EXCO reports	Monthly	Municipal Structures Act, Act 117 of 1998	Council and Executive committee	The municipality	Seven days before Council Seating	Compile monthly reports
Litigation and Legal Opinion	As and when required	Summons received	Council	Council and municipal employees	Ongoing process	-Provide legal opinions as per request, within 7 working days
Development of Policies	As when need arises	Municipal Systems Act, Act 32 2000	Municipal Council	Thulamela Municipality	Annually	
Service Providers Contracts	As and when required	MFMA 53 of 2006	Municipality	Municipality/Service provider and municipalities	As and when required	Contracts are drafted and vetted within 7 working days of receipt from the end user
Provide legal advisory service	As and when required	Provision of Legal Service Policy	Municipal Council	Within the municipality	Ongoing	Provide legal advisory service as and when required to municipal departments within the municipality in compliance with applicable relevant laws of the subject matter on an ongoing basis.
Develop By-Laws to regulate the community	As and when required	Municipal Structures Act and Municipal Systems Act	Community	Within Thulamela municipality	Ongoing	Develop By-laws to govern the conduct of the community
Monitor Implementation of Council Resolutions	As and when required	Municipal Structures Act	Head of Departments.	Thulamela Municipality	As and when required	Monitor Council Resolutions for implementation by respective head of department

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
FLEET MANNAGEMENT						
Fleet Management	All Municipality vehicles	Fleet Management Policy	Officials	Internal	Ongoing	Vehicle request processed on daily basis
Trip authorization	Depends on the number of applicant	Fleet Management Policy	Officials	Internal	Daily	Trip authorization is obtained prior to trip being undertaken - Private use of municipal vehicles is prohibited - Transport officer inspects vehicles on on a daily basis before and after a trip is undertaken
Licence disk	All	Fleet Management Policy - Road Traffic Management Act 93 of 1996	officials	Internal	Two weeks before expiry date	License disk are renewed two weeks before expiry dates
Petrol Cards	All	Fleet Management Policy	Officials	Internal	Daily	Petrol cards are used for the vehicles allocated and for the intended purpose only
Accidents	All	Fleet Management Policy	officials		24 hrs	Accidents are reported to the South African Police Service and to the immediate supervisor and transport officer within 24 hours by the official who was in control of the vehicle

HUMAN RESORCE MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
HUMAN RESOURCE MANAGEMENT						
Management of Organizational Structure & Establishment	1	Municipal Systems Act	Employees	Within the Municipality	Annually	Review Organizational Structure and Establishment
Recruit capable, qualified & competent staff	All funded vacant posts	Recruitment Policy	Employees		As and when it is needed	Recruit capable, qualified and competent staff for all municipal departments within the municipality as and when required
Conduct Induction Programme	All	Human Resource Practices & Procedures	Newly appointed staff		Within 30 days from the date of appointment	Conduct Induction Programme to all newly appointed staff from all departments within the municipality within 30 days in compliance with the Human Resource Practices.
Facilitate the Capacitation and Training	All municipal staff	The Skills Development Act of 1998, Skills Levies Act, Recruitment & Training policy	Councillors & Staff members		Annually	Facilitate the capacitation and training of all Councillors & staff within the municipality in compliance with the Skills Development Act of 1998, Skills Levies Act, and Recruitment & Training policy annually.
Pension administration	Depends on pensioners and employees who are resigning voluntarily	Basic Conditions of employment act and Collective agreement	All employees	Within Municipal Departments	Depends on the applications received	All applications from employees are processed

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
HUMAN RESOURCE MANAGEMENT(Cont....)						
Management of experiential training programme	Depends on municipal departmental needs	Comply with the Municipal Policies	External learners	Within Thulamela Municipality	As per learner's academic requirements (3 months - 18 months)	-learners for the job market -Improving their chances of employment -Assist learners to complete their qualifications through practical job training
Induction and Orientation of employees/Interns/Learners	100% of Newly recruited internal staff/Interns/Learners inducted and oriented	Comply with Municipal policies	New employees, Interns and Learners	Within municipal Departments	Annually	100% of Newly recruited Internal staff, Interns, Learners inducted and orientated within one week of their recruitment
Compile and approved Workplace skills Plan	1 approved WSP	Comply to LGSETA Standards	Internal Staff, Interns and Learners	Within the Municipal Departments	Annually	1 WSP approved in line with LGSETA Standards on the 30 th June 2017
Offer Employee Wellness Programme	100% Attendance of all employees wellness issues	Employee Assistance Programme Standard	Municipal employees	Municipal employees	-Annual employee wellness day - Employee wellness event e.g. Information Session, Seminar - Commemoration of Health Calendar Event	All employee wellness programme issues attended to quarterly
Render employee wellness services	All cases reported	Employee Wellness Policy	Municipal Employees	Municipal Employees	Attended to immediately after reported	All cases attended to daily

LABOUR RELATIONS

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
LABOUR RELATIONS						
Provide sound labour relations and advice	As and when required	Labour Relations Act of 1995. Basic Conditions of Employment Act of 1997, Municipal System Act (Municipal Code of conduct) and Main Collective Agreement.	Municipal employees	Internal	Ongoing	Provide sound labour relations and advice all employees and the employer within the municipality
Institute and finalise disciplinary cases	Depending on cases reported	Labour Relations Act of 1995. Basic Conditions of Employment Act of 1997, Municipal Code of conduct and Main Collective Agreement.	Municipal employees	Internal	Within 3 Months	Institute and finalise disciplinary cases of Alleged Offenders of the municipality within 3 months
Misconduct Cases	Depending on cases reported	Labour Relations Act of 1995. Basic Conditions of Employment Act of 1997, Municipal Code of conduct and Main Collective Agreement.	Municipal Employees	Internal staff	Ongoing	Conduct investigations and proceed with disciplinary process

INFORMATION AND COMMUNICATION TECHNOLOGY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)						
Desk support (ICT)	As and when required	Info. Tech. Infrastructure Library (ITIL)	All End-Users	Office based	daily	Troubleshoot errors on End-user computers
Network Availability for ICT usage	98% of ICT availability	ISO 27001 And IEEE 802 CAT 6E Infrastructure	All End-Users	All Offices	daily	At least 98% availability of ICT Network Services provided and maintained daily
Disaster Recovery Plan Implemented	20% of DRP implemented	ISO 27001 MISS and MIOS	Server Systems	Server Rooms	daily	20% implemented ICT DRP for the Municipality within 12 months
Website fully published	As and when available	Government Communicators Manual	Public	International	daily	Legislated documents to be published and marketing of the municipality

RECORDS MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time Period	Full Statement
RECORDS MANAGEMENT						
Promote & preserve the proper management of records	Always	National Archives and Records Services Act 43 of 1996 as amended	Municipal employees	In the municipality	All times	Promote and Preserve the proper management of municipality records within the municipality in compliance with the National Archives and Records Services Act 43 of 1996 daily.
Implement filing system	All correspondence	Records Management Policy and procedure manual	Municipal employees	In the municipality	All times	Implement filling system of all correspondences of the municipality in compliance with Record Management Policy
Retrieval of files and all correspondences	All	In line with the National Archives Act and Thulamela Records Management Policy and Procedure Manual	Council employees and the general public	Within the Municipality	2 days	Files should be retrieved within a period of 2 hours upon request depending on the availability and sensitiveness of the type of information
Files and correspondences requested	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	5 days	<ul style="list-style-type: none"> - Files requested are signed for in the register - Follow-up on un returned files should be done after 5 days
Opening of new files	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	Within a day when a need arise	New files are opened within one day after the need has been identified

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time Period	Full Statement
RECORDS MANAGEMENT(Cont.....)						
Closing of files	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Employees	Within the Municipality	Annually	Files shall be closed if terminated or have reached the thickness of 3cm/150 folios at any time.
Transfer of files	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council Employees	Within the Municipality	Within one month	Transfers of files to/from departments should be done within one calendar month.
In-coming faxes	All	Thulamela Records Management Policy and Procedure Manual	Employees	Within the Municipality	30 minutes	In-coming faxes are distributed within 30 minutes of receipt
Mails	All	Thulamela Records Management Policy and Procedure Manual	Employees	Within the Municipality	Within a day	Mails are recorded and filed within a day of submission to registry
Verification of contents	All	Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	daily	Record clerk verified the contents of the files before he/she issued them out
Post office mail	All	Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	daily	Mail from the Post Office is collected at 09:00 am, sorted and distributed to relevant offices by 11:00 daily

PERFORMANCE MANAGEMENT SYSTEM

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
PERFORMANCE MANAGEMENT SYSTEM						
Review performance management system Policy Framework	01	Municipal System Act (MSA) 32 OF 2000	Officials, Community and councillors	Thulamela Municipality	30 June	Review performance management system Policy Framework of the municipality in accordance with MSA for all municipal officials, community and council every 30 th June.
Coordinate the Development and submission of Performance Agreement	100%	Performance Management Framework	Within Municipal Departments	Within Municipal Departments	1 st quarter 2016	Co-ordinate 100% of performance agreement by the 1 st quarter of 2016
Coordinate the submission of performance quarterly reports	100%	PMS Framework	Within Municipal Departments	Within Municipal Departments	1 st quarter to 4 th quarter	Coordinate 100% submission of performance reports
Develop SDBIP	01	MFMA Circular No. 13	Officials, Community and councillors	Within Municipal Departments	28 June	Develop Service Delivery and Budget Implementation Plan for Officials, Community and councillors within Thulamela as required by Circular 13 and MFMA sec 53 on 28 June annually.
Compile annual Performance Agreements	05	MSA Sec 57	Section 56 managers, Municipal Manager	Within Municipal Departments	31 July	Compile annual performance agreements for Section 56 managers, Municipal Manager in terms of MSA (section 57) on 31 July annually

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
PERFORMANCE MANAGEMENT SYSTEM(Cont.....)						
Compile quarterly institutional performance reports	4	MFMA section 52 (d)	Municipality	Within Municipal Departments	quarterly	Compile 4 quarterly institutional performance reports for the municipality as required by MFMA.
Compile and submit Annual Performance Reports to AG's office	01	MFMA Circular No. 11	Municipality	Within Municipal Departments	31 August	Compile and submit annual performance report of the municipality to AG's in accordance with MSA and MFMA every 31 st August
Compile annual report incorporating financial and non-financial information on performance, and Annual Financial Statement,	01	MFMA 127(1) and Circular 63	Municipal Manager	Within Municipal Departments	31 August	Compile annual report of the municipality in accordance with MSA and MFMA for Municipal Manager every 31 th August
Facilitate individual performance assessment.	5	Local Government: Municipal Performance Regulations For Municipal Managers And Managers Directly Accountable to Municipal Managers, 2006 (2006 regulations)	Section 56 managers, Municipal Manager	Within Municipal Departments	Quarterly	Facilitate 4 individual performance assessment in accordance with 2006 regulations on a quarterly basis

COMMUNICATION MAGEMENT

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
COMMUNICATION MAGEMENT						
Produce External Newsletters	20 000 copies	Municipal System Act (MSA) 32 OF 2000	Members of the community	Members of the community and Municipal Stakeholders	Quarterly	Produce 20 000 External Newsletters as required by the MSA for members of the community on a quarterly basis.
Organise Media slots	8	- Municipal System Act (MSA) 32 OF 2000 - Access to information Act	Members of the community	Community members	Twice per week	Organise media slots for members of the community as required by the MSA
Conduct Media Engagement Sessions	± 4 per month	Communication strategy	Media (Print & Electronic)	Within Thulamela Municipality	Ongoing	Conduct media engagement sessions with the media as outlined by the communication strategy
Issue Media Statements	As and when required	Communication Strategy	Media	Thulamela Municipality	Ongoing	Issue media statements as and when required to the media as outlined by the communication strategy
Conduct Mayoral outreach programmes	4	Municipal Systems Act	Community and Stakeholders	Within Thulamela Municipality	Quarterly	

3. FINANCIAL SERVICES

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
EXPENDITURE						
Pay creditors	As and when required	MFMA, Creditors Policy, Supply Chain Management Policy	Creditors	Republic of South Africa	As and when there is an invoice	Payment of suppliers will be made within 5 days upon receiving correct and complete documents.
Pay salaries	631	Basic Condition of Employment Act, Unemployed Insurance Fund Contribution Act, Skills development Levies Act	Officials and Councillors	Internal	Monthly	Payment of salaries for councillors and employees to be done on the 25 th of every month. Payment of salaries for ward committees and contractual employees to be made on the 30 th and 31 st of every month.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
REVENUE MANAGEMENT						
Statement of accounts		Credit control policy	Sites owners	Thulamela Municipal Area	Monthly	Statements of account are sent to debtors on the 25 th of every month
Payment arrangements capturing		Credit control policy	Thulamela Debtors	Thulamela Municipal Area	As and when required	Payment arrangements to be capture into the financial statements within 2 working days of the next calendar month
Billing of Municipal services		MFMA	Thulamela Municipality account holders	Thulamela Municipal Area	Monthly	Billing of municipal services is done within five working days of the next calendar month
Request for refunds		MFMA	People with credit balances	Thulamela Municipal Area	As and when required	Request for refunds should be sent to expenditure within 2 days of receiving fully completed supporting documents
Manual receipt capturing		MFMA	The public	The whole of RSA	As and when required	Manual Receipt should be captured into the system before the closure of the month in which they occur
Capturing of known direct deposits		MFMA	The public	The whole of RSA	As and when required	All known direct deposits should be captured into the financial system within 2 working days of appearing on the bank statements
Cash Received		Banking and Investment policy	The public	The whole of RSA	As and when required	Cash received should be banked the following working day after being received
Consumer accounts queries		Credit control policy	The public	The whole of RSA	As and when required	Consumer accounts queries must be attended to within 14 days of receipt

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
REVENUE MANAGEMENT(Cont.....)						
Consumer print out		Credit control policy	Councillors	Thulamela Municipal Area	As and when required	Consumer print out to be made available to councillors one day of receiving request
Capturing of indigent forms		Indigent Policy	Thulamela residents	Thulamela Municipal Area	As and when required	Indigent application forms should be captured within 10 days after receipt of fully completed forms.

KEY SERVICE	SERVICE STANDARD					Full Statement
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	
BUDGET AND REPORTING						
Bank reconciliations	4	MFMA	Thulamela		Monthly	Bank reconciliations are compiled within 10 working days after the end of each month
Bank related journal		MFMA	Thulamela		Monthly	All bank relayed journals are prepared and captured within 10 working days after the end of each month
Municipal Draft Budget	1	MFMA	Thulamela		Annually	Municipal draft budget and budget related policies and tariffs will be tabled on the 31 st of March each financial year.They will be made available for inspection on Municipal website and Municipal satellite within 10 working days of the tabled budget
Municipal annual budget	1	MFMA	Thulamela		Annually	Municipal annual budget and budget related policies and tariffs will be approved on the 31 st of May each financial year
Purchase requisitions		MFMA	Thulamela		As and When required	Purchase requisitions will be signed by budget official within 24 hours of submission
Virement		MFMA	Thulamela		As and when required	Virement will be captured within 24 hours of submissions
Budget vs Actual Report	1	MFMA	Thulamela			Budget vs Actual Report will be done within 10 working days after the end of each month

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time Full Statement	
BUDGET AND REPORTING(Cont.....)						
Section 71 Report	1	MFMA	Thulamela, Mayor, NT, PT and ICT		Monthly	Section 71 Report will be prepared and submitted to mayor, ICT, national and provincial treasury Within 10 working days after the end of each month.
Statics Report	1	Constitution	Statistics SA		Quarterly	Statistic report will be sent to statistic SA after the end of each quarter
Preparation of AFS	1	MFMA			Annually	Preparation and submission of annual financial statements shall be done on or before 31 st of August each year.
Audit Action Plan	1	MFMA			Weekly	Updating the Auditor General Action plan on weekly basis after the expression of opinion by AG(SA)

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
ASSETS MANAGEMENT						
Assets register		GRAP 17	Thulamela		As and when received	All assets shall be registered in the assets register within 24 hours after receipt
Asset unique number		GRAP 17	Thulamela		As and when received	All assets shall be assigned a unique asset number within 24 hours after receipt
Asset verification		GRAP 17	Thulamela		Half yearly	Asset verification shall be done every semester
Movement of movable asset		GRAP 17 and Asset Policy	Thulamela		As and when moving	Movement of any movable assets shall be logged in the register before the movement takes place
Loss or damage of asset		GRAP 17 and Asset Policy	Thulamela		As and when loss or damage occurs	Loss or damage of an asset shall be reported within 8 working days to the Admin Department.
Theft of asset		GRAP 17 and Asset Policy	Asset user or guardian		As when theft	In case of theft of an asset, a case will be opened within 12 hours

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
SUPPLY CHAIN MANAGEMENT						
Booking arrangements		SCM policy	Municipal Employees	Head Office and satellite offices	As and when required	Booing arrangements are done within seven working prior to the departure of official.
Preparation and issuing of orders		SCM policy	Service providers	The whole of RSA	As and when required	Preparation and issuing of orders will be dine within 3 working days
Advertisements of Bids		SCM policy	Service Providers	The whole of RSA	As and when required	Bids are advertised for a minimum period of 7 days on Notice board for Notice ,At least 14 days for bids below R10 000 000.00 and at least 30 days for bids above R10 000 000.00
Evaluation and adjudication bids		SCM Policy	User Departments		As and when required	Evaluation and adjudication of bids is done within 90 working days after closing date
Awarding of notices		SCM Policy	Service Providers		As and when required	Notices are awarded within 30 days after closing date
Demand Management Plan	1	SCM Policy	Thulamela		Monthly	Demand Management plan is done 30 days after the start of the new financial year
Bid evaluation meeting		SCM Policy	Thulamela		Weekly	Bid evaluation meetings are held at least twice per week
Bid Adjudication meetings		SCM Policy	Thulamela		Weekly	Bid adjudication meeting are held at least once per week

4. COMMUNITY SERVICES

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
WASTE AND ENVIRONMENTAL MANAGEMENT						
Collection of Household waste	50 000	National Environmental Management : Waste Act 59 of 2008	Thulamela Community members	Urban and Rural area	Once per week	Collect waste from households to promote clean and healthy environment
Collection of business waste	100%	National Environmental Management : Waste Act 59 of 2008	Thulamela Businesses	Business , Government Offices, Institution and Industrial area	Once per week	Collect waste from households to promote clean and healthy environment
Removal of Skip Bin	60	National Environmental Management : Waste Act 59 of 2008	Thulamela Identified Facilities	Business , Government Offices, Institution, Industrial area and Public places	Once per week	Collect households and businesses waste in 40 wards
Street Cleaning in CBD	3 Towns	National Environmental Management : Waste Act 59 of 2008	Thulamela municipality	Thohoyandou,Sibasa and Malamulele	Daily	Street Cleaning in CBDs is done
Street Cleaning in other areas excluding CBD	100%	National Environmental Management : Waste Act 59 of 2008	Thulamela Municipality	Main roads and Surrounding roads	Daily	Street cleaning in other areas is done
Cleaning of public areas	100%	National Environmental Management : Waste Act 59 of 2008	Thulamela Municipality	Bus Ranks Taxi Ranks Packing areas Open spaces	Daily	Cleaning of public areas is done

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
WASTE AND ENVIRONMENTAL MANAGEMENT(Cont.....)						
Illegal dumping	All	National Environmental Management : Waste Act 59 of 2008	Thulamela Municipality	Identified Open spaces and Parks	Daily	Cleaning of illegal dumping to achieve clean and healthy Environment.
Environmental Awareness Campaign	100%	National Environmental Management : Waste Act 59 of 2008	Thulamela Municipality	Schools and Community Structures	Daily	Conduct Environmental Education and awareness campaigns
Landfill site management	Two	National Environmental Management : Waste Act 59 of 2008	Thulamela municipality	Malamulele and Thohoyandou	Daily	Monitor landfill sites management
EIA	100%	Act 107 of 1998 NEMA	All Project requesting	Municipal Projects	Ongoing	Provide Environmental Management services to community
Transfer station management	All	National Environmental Management : Waste Act 59 of 2008	Thulamela Municipality	Mulenzhe, Xhikundu, Tshaulu, Makonde and Mandala	Daily	Collect waste from households to promote clean and healthy environment
EPWP programme	300	National Environmental Management : Waste Act 59 of 2008	300 EPWP workers	Thulamela municipal area	Daily	Collect households and businesses waste
Environmental Management	100%	National Environmental Management : Waste Act 59 of 2008	Thulamela Projects	Municipal area	Daily	Provide Environmental Management services to community

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
OCCUPATIONAL HEALTH AND SAFETY						
Conduct inspection	All Municipal Buildings	OHS ACT	Municipal Buildings	Thohoyandou/Malamulele	Once a week	To provide Health and Safety of a person at work
Training and Inductions	30 H/S representative	OHS ACT	Municipal Officials	Thohoyandou/Malamulele	Ongoing	To provide Health and Safety of a person at work
Accredited training	30 First aiders	OHS ACT	Municipal Officials	Thohoyandou/Malamulele	Every three years	To provide Health and Safety of a person at work
Establishment of safety Committee	60	OHS ACT	Committee Member	Thohoyandou/Malamulele	Quarterly	To provide Health and Safety of a person at work
Injury on Duty	100%	COIDA/OHS	All Employees	Thohoyandou/Malamulele	Within 7 working days	To provide Health and Safety of a person at work
Provision of PPE	100%	OHS	Qualified employees	Thohoyandou/Malamulele	On request	To provide Health and Safety of a person at work

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ Which standard	Target group/ Who	Target area/ Where	Time	Full statement
HORTICULTURE						
Dig graves	All	National Health Act and Regulations.	Thulamela Community	Community around the Municipality	daily	Digging of graves is done by the Municipality
Categorization of cemeteries	ALL	MSA Act 32 of 2000; National Health Act and Regulations.	Thulamela municipality	Municipal cemetery	Daily	Categorization of cemeteries is done
Cemetery records management	All	MSA Act 32 of 2000; National Health Act and Regulations.	Public	4 Township	Daily	Recording and filing of payment receipts of cemeteries is done
Parks and Gardens maintenance	5 Wards	National Environmental Management: Waste Act.	Thulamela parks	Urban Area	daily	Maintenance of parks and gardens is done
Stadium maintenance	9 wards	National Environmental Management: Waste Act.	Thulamela stadium	Thulamela wards	daily	Maintenance of stadium is done
De-bushing	40 Wards	National Environmental Management: Waste Act.	Thulamela Wards	Rural and Urban	daily	De-bushing is done

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
CLEANSING SERVICES						
Cleaning of municipal buildings, stadia and public ablution blocks	34 municipal buildings and facilities -5 Public ablution blocks	National Health Act and Occupational Health Act	Municipal Facilities and building	All offices, stadia and ablution blocks	daily	Cleaning of all offices and ablution blocks on a daily basis
Cleaning of offices	105 offices	National Health Act and Occupational Health Act	Municipal facilities and buildings	105 offices	daily	Cleaning of all offices and ablution blocks on a daily basis
Public Ablution Blocks	6 Ablution blocks	National Health Act and Occupational Health Act	Community members	All Public Toilets	Twice per day	Cleaning of all public ablution blocks on a daily basis
Removal of Waste Paper Bins	All waste Paper Bins	National Health Act and Occupational Health Act	Officials and general public	Officials and general public	Twice per day	Removal of Waste Paper Bins are done twice per day
Furniture dusting and floor polishing	All walls and floors	National Health Act and Occupational Health Act	Officials and public	Walls and Floors	Once per week	Furniture dusting daily and Floor polishing daily
Delivery of cleaning materials and equipments	86 Cleaners	National Health Act and Occupational Health Act	All cleaners	All Municipal Facilities	Once per week and when a need arise	Delivery of cleaning material once a week or when need arise
Cleaning of walls and windows	All Windows and walls	National Health Act and Occupational Health Act	Officials and general public	All windows and walls	Windows quarterly and walls once a week	Window cleaning quarterly
Cleaning of tables, chairs and gadgets	All tables, chairs gadgets	National Health Act and Occupational Health Act	Municipal Officials	All tables, chairs and gadgets	daily	Cleaning and dusting on a daily basis

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
TRAFFIC SAFETY AND LAW ENFORCEMENT						
Conduct Traffic law enforcement	On targeted Roads	National Road Traffic Act 93 of 1996	Motorists	3 towns of Thulamela Monthly		Conduct traffic law enforcement Quarterly
Conduct scholar patrol	On Targeted schools	National Road Traffic Act 93 of 1996	10 Schools	Around Thulamela	Monthly	Conduct scholar patrol Quarterly
conduct K 78 road blocks	4 Road Blocks	National Road Traffic Act 93 of 1996	Motorists	3 towns of Thulamela	Monthly	Conduct K78 road blocks on motorists Quarterly

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
REGISTRATION AND LICENSING						
Licensing registration and deregistration of motor vehicles.	100% received	National Road Traffic Act, 93 of 1996.	Motorists	Thulamela offices	Monthly	Conduct Licensing, registration and deregistration of motor vehicles Monthly
Application and renewal of Driver's Licenses and Learners Licenses.	100% received	National Road Traffic Act, 93 of 1996.	Public	Thulamela offices	Monthly	Administer application and renewal of Driver's licences and Learner's licenses Monthly
Application and renewal of Public Drivers Permit	100% received	National Road Traffic Act, 93 of 1996.	Public	Thulamela offices	Monthly	Administer Application and renewal of Public Drivers Permit Monthly
Application for special and temporary permits for motor vehicles.	100% received	National Road Traffic Act, 93 of 1996.	Community	Thulamela offices	Monthly	Manage application for special and temporary permits for motor vehicles as per application Monthly
Application of duplicate certificates for motor Vehicles and traffic registers.	100% received	National Road Traffic Act, 93 of 1996.	Community	Thulamela offices	Monthly	Manage application of duplicate certificates for motor Learners and traffic Monthly

DISASTER MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
DISASTER MANAGEMENT						
Dispatch emergency relief	As per emergency call received	<ul style="list-style-type: none"> - Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan 	Community	Thulamela Municipality	Within 24 hours	Dispatch emergency relief after risk assessment has been done.
Dispatch complaints calls	As per incident	<ul style="list-style-type: none"> - Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan 	Community	Thulamela Municipality	Within 24 hours	Attend to all disaster related queries within communities
Respond to disasters/incidents/accidents	As per incident/accident received	<ul style="list-style-type: none"> Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan 	Community	Thulamela Municipality	Within 24 hours	Respond to disaster incidents and accident received from the community

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
DISASTER MANAGEMENT(Cont.....)						
Conduct Awareness Campaigns	Once Quarterly	Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan	Community	Thulamela Municipality	Quarterly	Conduct awareness campaigns to the community of Thulamela in compliance with Disaster Management Act 57 of 2002 quarterly.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
HIV & AIDS						
Conduct Local Aids Council (LAC) sittings	04	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN)2012/2016 , District Strategy Plan (DSP) 2012/2016, Thulamela HIV,STI and TB Operational Plan 2016 – 17 & Limpopo Provincial AIDS Councils Policy Framework of 2011	Government departments, Civil Society Sectors; Business Sector, Development Partners, Relevant Municipal Officials and Councillors	Within Thulamela Municipality	Quarterly	Conduct Multi-Sectoral HIV/AIDS, TB and STI prevention programmes through LAC stakeholders in line with Limpopo Provincial AIDS Councils Policy Framework of 2011, National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) on quarterly basis.
Conduct Local AIDS Council Technical Committee Sittings	04	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN)2012/2016 , District Strategy Plan (DSP) 2012/2016, Thulamela HIV,STI and TB Operational Plan 2016 – 17 & Limpopo Provincial AIDS Councils Policy Framework of 2011	Government departments, Civil Society Sectors; Business Sector, Development Partners, Relevant Municipal Officials and Councillors	Within Thulamela Municipality	Quarterly	Conduct Multi-Sectoral HIV/AIDS, TB and STI prevention programmes through LAC stakeholders in line with Limpopo Provincial AIDS Councils Policy Framework of 2011, National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) on quarterly basis.
Conduct HCT (HIV/AIDS Counselling and Testing) Awareness Campaigns		National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Community and Youth	Within Thulamela Municipality	ongoing	Conduct HCT awareness campaigns in all 40 wards within the municipality in order to support adherence in line with National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) on ongoing basis.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
HIV & AIDS(Cont.....)						
Establish Ward AIDS Councils	40 Wards	SALGA Terms of Reference - Establishing Ward AIDS Council, National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Sector Members as outlined in SALGA Terms of Reference – Establishing Ward AIDS Council document	All Wards	Every 5 Years	Establish Ward AIDS Council in all 40 Wards in line with SALGA Terms of Reference - Establishing Ward AIDS Council, National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016
Conduct trainings on HIV/AIDS,TB, STIs	40 Wards	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Traditional Health Practitioners, Youth , Community Based Organisations and Home Based Carers	Within Thulamela Municipality	Quarterly	Conduct Basic Training on HIV/AIDS, TB, STIs for Traditional Health Practitioners, Youth , Community Based Organisations and Home Based Carers within the municipality
Conduct Community Dialogues on HIV/AIDS, Stigma and Discrimination, Multi Concurrent Partners, PMTCT, Medical Male Circumcision and human rights.	40 wards	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Youth in and out of schools	Within Thulamela Municipality	3 per quarter	Conduct community dialogues on HIV/AIDS, Stigma and Discrimination, Multi Concurrent Partners, PMTCT, Medical Male Circumcision and human rights for Youth in and out of schools in all 40 wards within the municipality thrice per quarter.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
HIV & AIDS(Cont.....)						
Conduct awareness on Drugs, Alcohol and Substance Abuse	40 wards	Drug an Substance abuse ActNational strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Community	Within Thulamela Municipality	Annually	Conduct awareness on Drugs, Alcohol and Substance Abuse in all 40 wards within the municipality in line with Drug an Substance abuse Act National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016 , District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016, annually.
Establish Home Based Care Forum at Local Level	01	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN)2012/2016 , District Strategy Plan (DSP) 2012/2016, Thulamela HIV,STI and TB Operational Plan 2016 – 17 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes	All Home Based Care Organisations within the Municipality	Within Thulamela Municipality	Every 2 Years	Establish Home Based Care Forum at Local Level which report to Local AIDS Council as per Limpopo Provincial AIDS Councils Policy Framework of 2011 and District Home Based Care Forum

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
HIV & AIDS(Cont.....)						
Home Based Care Forum Meetings	12	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN)2012/2016 , District Strategy Plan (DSP) 2012/2016, Thulamela HIV,STI and TB Operational Plan 2016 – 17 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes	All Committee Members		Monthly	Coordinate Home Based Care Forum meetings to consolidate all reports received from all Home Based Care Organizations within the Municipality
Condom Distribution	15 000	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN)2012/2016 , District Strategy Plan (DSP) 2012/2016, Thulamela HIV,STI and TB Operational Plan 2016 – 17 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes	Community members and Council Employees	All Council facilities, public toilets found within CBD	Ongoing	Distribute both male and female condoms to provide communities with the resources they need to prevent the spread of HIV

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
YOUTH DEVELOPMENT						
Conduct career guidance expo	10 Schools	National Youth Development Agency Act of 2008, Constitution of the Republic of SA	Learners and out of school youth	Within Thulamela Municipality	Annually	Conduct career guidance expo for school learners and out of school youth once in a year
Conduct entrepreneurial development training	100	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Young Entrepreneurs	Within Thulamela Municipality	Quarterly	Conduct entrepreneurial development training for aspiring entrepreneurs quarterly
Conduct Back to School campaigns	Number of schools to be determined by office of the Mayor	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	All Circuits	Within Thulamela Municipality	Annually	Conduct Back to School campaign programme targeting best and worst performing public schools
Mayoral Pre Exam School Visit programme	Number of schools to be determined by office of the Mayor	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	All Circuits	Within Thulamela Municipality	Annually	Conduct School visit to motivate learners before they sit for their final Examination

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
YOUTH DEVELOPMENT(Cont.....)						
Conduct youth summit	01	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth	Within Thulamela Municipality	Annually	Conduct youth summit for all youth structures once in a year
Local Youth Launch	01	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth	Within Thulamela Municipality	Annually	Launch Local Youth Council on annual basis to get fresh mandate as per South African Youth Council Constitution
Establish Ward Youth Council	40	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth	Within Thulamela Municipality	Annually	Establish Ward Youth Council in all 40 Ward for effective coordination of youth programmes within the Municipality
Local Youth Council Meetings	12	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Members of Local Youth Council Committee	Within Thulamela Municipality	Monthly	Coordinate Local Youth Council Meetings to plan for Youth activities as per South African Youth Council Constitution

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
CHILDREN PROGRAMME						
Children Cultural Festival	03	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Conduct Children Cultural Festival to encourage Children to celebrate diversity of their Culture
Children Sports Day	03	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Conduct Children Sports Day annually to promote the spirit of healthy mind in a healthy body
National Children's Day Build-up event	01	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Coordinate celebration of Children calendar events to ensure that Children's rights are protected and also that Children are free from abuse
Establish Local ECD Forum	01	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	ECD committees	Within Thulamela Municipality	Every 2 Years	Establish ECD Forum at Local Level for effective coordination of ECD activities
Establish Children Advisory Council	01	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	Government Departments and NGO's responsible for Children	Within Thulamela Municipality	Every 2 years	Establish Children Advisory Council to create a conducive environment for all stakeholders dealing with Children issues within the Municipality.
Children Advisory Council meetings	04	Children's Act 38 of 2005, Children's Amendment Act41 of 2007, Child Justice Act 78 of 2008	Government Departments and NGO's responsible for Children	Within Thulamela Municipality	Quarterly	Coordinate Children Advisory Council meetings to discuss challenges and share best practices regarding children issues.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
SPECIAL PROGRAMMES						
Coordination of senior citizens issues	40 wards	National Plan of action 2012-2017, elderly person act 13 of 2006, gender equality act of 2004	community	Within Thulamela Municipality	On going	National Plan of action 2012-2017, elderly person act 13 of 2006
Facilitate Indigenous Game, Walking Marathon	40 wards	Older persons act 13 of 2006	Elderly persons	Within Thulamela Municipality	Annually	Facilitate Indigenous Game, Walking Marathon for elderly Persons in line with Older person's act 13 of 2006 annually.
Facilitate Women's day celebration	40 wards	Gender policy framework for local government.	women	Within Thulamela Municipality	Annually	Mainstream of women, children, people with disability and elderly issues within the municipality in line with National Plan of action 2012-2017, elderly person act 13 of 2006 and gender equality act of 2004 on ongoing basis.Facilitate Women's day celebration in all 40 wards in line with Gender policy framework for local Government annually.
Conduct build up event of disability day.		National Disability Strategy (white paper)	Home based care centers	Within Thulamela Municipality	Annually	Conduct disability build up event during disability month campaign for Home based care centers in all 40 wards within the municipality in Line with National Disability Strategy (white paper) on annual basis.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
SPECIAL PROGRAMMES (Cont.....)						
Conduct Awareness campaign on Sixteen days of activism	40 wards	Gender equality act of 2004.Gender policy framework for local government.	Women, children and people with disabilities.		Annually	Conduct Awareness campaign on sixteen days of activism for Women, children and people with disabilities in all 40 wards within the municipality in line with Gender equality act of 2004 and Gender policy framework for local government, annually.
Conduct Social and economic empowerment seminar		Gender equality act of 2004.Gender policy framework for local government.	Women		Annually	Conduct Social and economic empowerment on Women in all 40 wards within the municipality in line with Gender equality act of 2004, and Gender policy framework for local government annually.

5. PLANNING AND DEVELOPMENT DEPARTMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
PLANNING AND DEVELOPMENT						
Application Of sites (business)	Depends on the number of applicant	SPLUMA	Community	Urban & Rural	3 months	Processing of application for business in line with SPLUMA.
Rezoning of sites	40 Wards	SPLUMA	Community	Urban & Rural	6 months	Annually.
Transfer of sites	40 Wards	SPLUMA	Community	Urban & Rural	5 days	Process transfer of ownership.
Permission to occupy (P.T.O)	40 wards	SPLUMA	Community	Urban & Rural	5 days	Process P.T.O application.
Demarcation of sites	40 wards	Land Survey Act/ SPLUMA	Community	Urban & Rural	± six months	Planning of land for settlement and development.
Property valuation	40 wards	Property valuation Act	Community	Urban & Rural	Every 4 years but supplementary once per year.	To determine property value.
Approval of Building plan	40 wards	National Building Regulation	Community	Urban & Rural	5 days	To ensure compliance with building regulation.
Site identification	40 wards		Community	Urban & Rural	5 days	To determine boundaries
Land use management	40 wards	Town planning and township ordinance of 1986.	Community	Urban & Rural	On going	Administration of land use, quantity basis.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
PLANNING AND DEVELOPMENT(Cont.....)						
Town Establishment	40 wards	Less formal township establishment of 1991.	Community	Urban & Rural	On going	Conducting of township establishment in line with less formal township establishment of 1991, when?
Conduct subdivision of land	40 wards	Town planning and ordinance 20 of 1986.	Community	Urban & Rural	On going	Conducting of subdivision of Land in line with ordinance 20 of 1986, when?
Housing needs database	40 wards	National Housing Act, Social Housing Act, Housing code and green paper	Community	Urban & Rural	On going	Co-ordinating of Housing needs database in line with National Housing Act, Social housing Act, Housing code and green paper, when?
Inspect buildings and construction projects	40 wards	National Building Regulation Act.	Community	Urban & Rural	On going	Inspection of building projects, when and how many buildings or projects?
Quality assurance on residential areas and PHP Houses	40 wards	National Building Regulation Act, National Home Builders Regulation Council.		Urban & Rural	On going	Inspection of buildings projects in line with the national, when and how many buildings?

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
LOCAL ECONOMIC DEVELOPMENT						
Promote Economic Development	40 Wards	LED Strategy, Municipal systems Act of 2000, National Development plan, The constitutions of RSA White paper on Local Government.	Community. There are 12 NPOs to be supported through poverty alleviation projects that have been allocated R11 250 each (TLM procures project needs for them).	Rural and Urban areas in Thulamela	Quarterly	Promote Economic Development to community in the Thulamela Municipal area
Establishment Economic growth and Local Development	40 Wards	Municipal system Act of 2000 and LED National Frame Work.	Community	Rural and Urban areas. 4 forum meetings to be held annually	Quarterly	Promote Economic Development to community.
Develop a draft LED strategy	40 Wards	LED strategies	Community	Rural and Urban areas. Upon completion of draft LED strategy, community will be able to know how best their areas can be developed	Quarterly	Develop a draft LED strategy for the community of Thulamela

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
LOCAL ECONOMIC DEVELOPMENT(Cont.....)						
Support & Promote Enterprise Development	40 Wards	Municipal Finance Management Act.	Community	Rural and Urban areas	(Quarterly) 5 Enterprise have been supported through linking them with the DTI Black Business Supplier Development programme (BBSDP).	Support and promote enterprise for the Community.
Co-ordinate training	40 Wards	Skill development Facilitation Act	Community (SMMEs and co-operatives)	Rural and Urban. There are 40 SMMEs are co-operative to be supported this financial year	Quarterly	Co-ordinate SMME's trainings
Attract investors through the Development of tourism master plan	40 Wards	National Development plan; Trade and investment Act.	Community public businesses	Both Rural and Urban areas. Through Development of investor brochure	Bi-annually	Attract investors through the development of tourism master plan.
Conduct outreaches	Identified Wards	Municipal System Act. White paper on transforming service delivery	Identified communities	Identified Rural and Urban areas such as Phiphidi, Lwamondo, Mhinga and Mphambo	Quarterly	Conduct outreaches to the communities within Thulamela.

6. HOUSING AND ELECTRICITY DEPARTMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
HOUSING AND ELECTRICITY						
Breakdown of street lights	100%	Sans electrical wiring standard	Thulamela residence	Urban and rural residence	Within 7 working days	To attend breakdown for the streetlights to all residence within 7 working days
breakdown of traffic lights	100%	Sans electrical wiring standard	All Thulamela residents	Urban and rural thulamela residence	Within 72 hours	To attend breakdown for the traffic lights to all thulamela residence within 72 hours
Blockage of ablution block	100%	Sans building regulation	Municipality buildings or fixed assets	Thulamela offices sub office, public ablution block	Within 72 hours	To attend breakdown for the municipality buildings and office within 72 hours
Verification of payment certificate	100%	Bill of quantities and work done	Appointed service providers	Thulamela area	5 working days	Verification of payment certificates on completed work for appointed service providers on housing and electricity is done within 5 days

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
HOUSING AND ELECTRICITY(Cont.....)						
Compile housing needs	100%	National housing act, housing code and beneficiary management policy	Salary Bracket 3500	Thulamela area	Daily	Compile housing needs for salary brackets 3500 is done daily
Building disaster house	100%	National housing act, housing code and beneficiary management policy	Salary Bracket 3500	Thulamela area	6 months	Building disaster houses needs for salary brackets 3500 is done within 6 months
Breakdown of air-conditions	100%	Sans standard	Thulamela officials	Thulamela offices	7 working days	Attend to breakdown of Air conditioners within 7 working days after receipt of the request.
Electrification of house Holds	100%	Eskom standard	Households	Thulamela residence	12 months	Electrification of households is done within 12 months of appointment of service provider

7. ROAD SERVICES DEPARTMENT

KEY SERVICES	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
ROAD SERVICES						
General public complains management	100%	Feedback to the complainant (written/ verbal)	All complains lodged related to roads services	Within the Municipality	Within 07 working days	Feedback on all roads related complains/ requested in the Thulamela local municipality shall be provided within 07 working days
Patchwork repairs (potholes, edge beam slurry and crack seal) within CBD	ALL INSPECTED/ REPORTED	Roads construction and Maintenance manual	Pedestrians/ motorists	Thulamela Municipality	02 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All potholes inspected/ reported within Thulamela local municipality's CBD must be repaired within 02 working days in normal weather and a plan will be developed after bad weather.
Patchwork repairs (potholes, edge beams, slurry and crack seal) within residential areas	ALL INSPECTED/ REPORTED	Maintenance manual standards	Pedestrians/ motorists	Thulamela Municipality	05 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All potholes inspected/ reported within Thulamela local municipality's Residential must be repaired within 05 working days in normal weather and a plan will be developed after bad weather.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
ROAD SERVICES(Cont.....)						
Road marking	ALL INSPECTED/ REPORTED	SABS approved/ Roads construction maintenance manual/ Traffic management act	Pedestrians/ motorists	Thulamela Municipality	02 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All road marking / signs (installation, maintenance and replacement) reported/ inspected within Thulamela local municipality's CBD must be attended within 02 working days in normal weather and a plan will be developed after bad weather
Road marking	ALL INSPECTED/ REPORTED	SABS approved/ maintenance manual standards/ Traffic management act	Pedestrians/ motorist	Thulamela Municipality	05 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All road marking / signs (installation, maintenance and replacement) reported/ inspected within Thulamela local municipality's Residential area must be attended within 5 working days in normal weather and a plan will be developed after bad weather
Road signs installation/ maintenance and replacement within Thulamela municipality	ALL INSPECTED/REPORTED/ REQUESTED	Traffic management act	Pedestrians/Motorist	Thulamela Municipality	Within 24hrs after inspected/reported/requested	All roads signs (installation, maintenance and reported) reported/inspected or requested within Thulamela local municipality must be attended with 24hrs.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/ who	Target area/where	Time	Full Statement
ROAD SERVICES(Cont.....)						
Culvert construction	All programmed and Requested	SABS approved/ Roads construction and Maintenance manual	Pedestrians/ motorist	Thulamela Municipality	Within financial year	All programmed culverts within Thulamela Local Municipality must be constructed in with the financial year
Gravelling	All programmed	Road construction and maintenance manual	Pedestrians/ motorist	Thulamela Municipality	within financial year	All programmed regravelling work within Thulamela Local Municipality must be done within financial year
Blading of roads (5streets per village and ring roads)	All programmed	Road construction and maintenance manual	Pedestrians/ motorists	Thulamela Municipality	Within the financial year	All programmed gravel roads will be bladed within financial year
Blading of roads (funeral requests)	All submitted funeral requests on or before Wednesday 12h00 pm	Roads construction maintenance	Pedestrians/ motorists	Thulamela Municipality	Before the funeral	All funeral requests submitted before Wednesday 12h00 pm must be attended on Thursday and Friday
Drainage structures maintenance	All inspected/ reported	Road construction and maintenance manual	Pedestrians/ motorists	Thulamela Municipality	07 working days after inspection/ Reported in normal weather and a plan will be developed after bad weather	All inspected/ reported drainage structures in Thulamela local municipality will be maintained within 07 working days in normal weather and a plan will be developed after bad weather

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
ROAD SERVICES(Cont.....)						
Servicing of municipal fleet	They must be serviced according to the scheduled services plan	Mechanical maintenance service and repairs manual as per specific make	All residents	Thulamela Municipality	When service is due	All Thulamela local municipality's fleet will be serviced according to the scheduled service plan
Breakdowns repairs of municipal fleet	All reported	Mechanical maintenance service and repairs manual	All residents	Thulamela Municipality	Within 24hrs depending on the availability of parts	All reported breakdowns in Thulamela local municipality will be repaired within 24hrs depending on the availability of parts in our warehouse